



**Board Report**

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**EXECUTIVE MANAGEMENT COMMITTEE  
OCTOBER 24, 2024**

**SUBJECT: QUARTERLY UPDATE: HOMELESS OUTREACH MANAGEMENT & ENGAGEMENT (HOME)**

**ACTION: RECEIVE ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on Homeless Outreach Management & Engagement (HOME).

**ISSUE**

Los Angeles is experiencing a homelessness crisis, and many unhoused individuals seek shelter on Metro’s rail and busway system. Since 2018, Metro has been funding local social service agencies to deploy multidisciplinary outreach teams that engage and deliver resources and services to unhoused riders. In addition, Metro has partnered with local homeless shelters to provide beds for the outreach teams to utilize. This is a report on the status and outcomes of Metro’s homeless engagements.

**EQUITY PLATFORM**

Metro’s efforts to address homelessness on the transit system through its homeless outreach program directly benefit unhoused individuals in LA County. Using a multi-layered deployment strategy that combines several departments, Metro strategically engages the most disenfranchised members of the community. Multidisciplinary Teams (MDTs) have a direct impact on Metro’s efforts to invest in Equity Focus Communities by providing homeless outreach services within EFCs throughout the Metro system.

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Metro Homeless  
Outreach  
Management &  
Engagement  
(HOME)

Quarterly Update  
October 2024



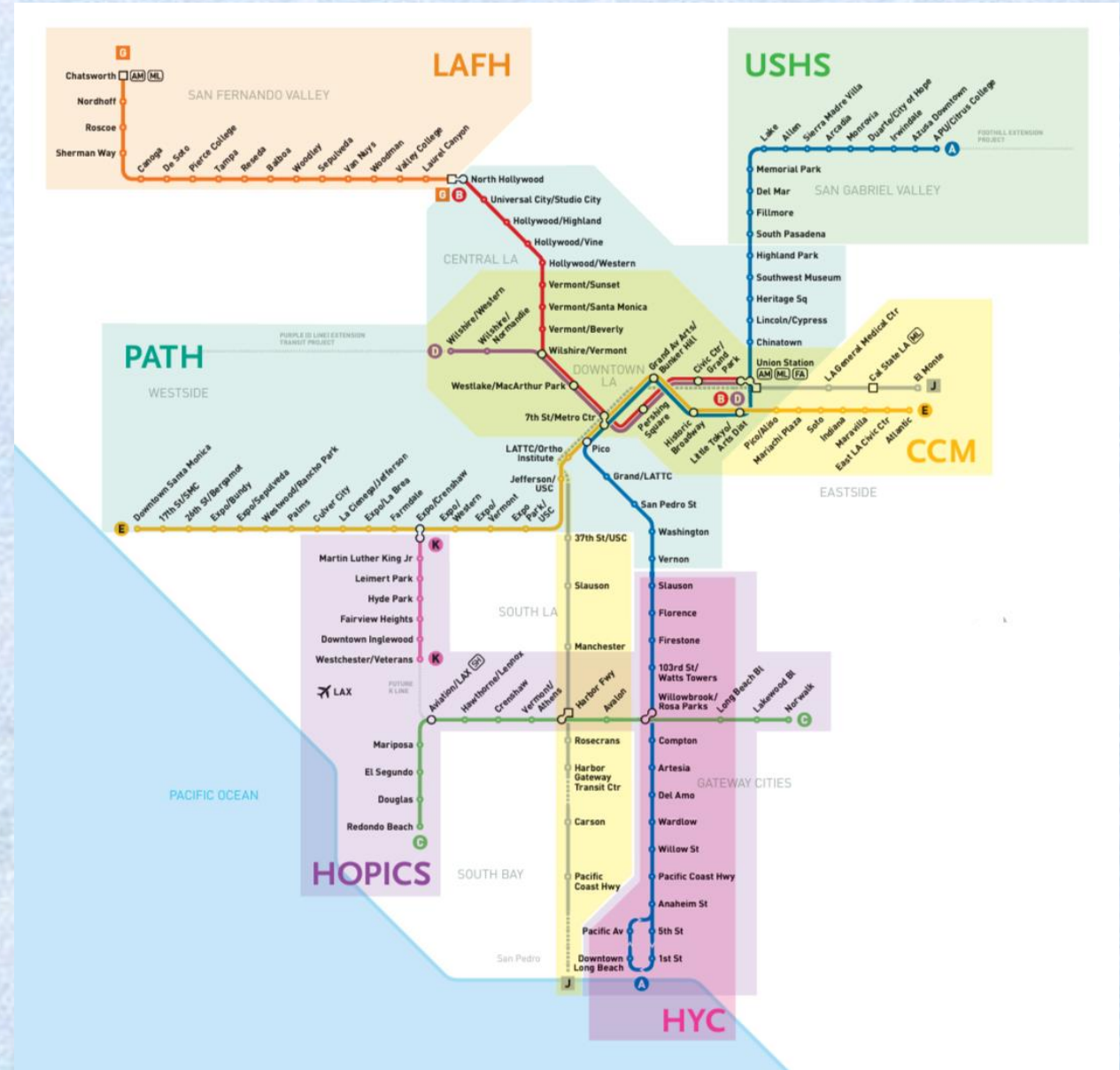
# HOME Outreach Teams

## 24 Multidisciplinary Teams (MDT)

- 23 teams are onboarded w/ remaining team in recruitment
- Deployed 7 days a week, w/ 24hr Coverage M-F
- Ongoing coordination w/ Ambassadors, Security and Law Enforcement to focus on End of Line and Focus stations

## Homeless Outreach Costs & Projection:

- FY24 Cost (19 MDTs, 25 Interim beds & Metro staff): \$10.4M
- Projected maximum annual cost (24 MDTs, 45 Interim Beds & Metro staff): \$17.8M





# Goals & Outcomes

## Last Year

(July 2023 – June 2024)

Annual Housing Goal: 966  
placements

Grand Total: 2,116 (219%)

Total Interim: 1,737

Total Permanent: 379

5,442 New HMIS Enrollments

## This Year

(July 2024 – Sept. 2024)

Annual Housing Goal: 1,800  
placements

### Quarter 1:

Grand Total: 666 (37%)

Total Interim: 594

Total Permanent: 72

1,660 New HMIS Enrollments



# End of Line Count & Survey – Sept 2023 to Sept 2024

## Overall Survey Results

51% Survey Participation

67% of respondents indicated that this city/jurisdiction is where they most often experience homelessness


57% Deboard to Outdoor Locations

75% Reboard When Service Begins


**21%**  PEH Counted

Sept 2023: 207    Sept 2024: 163

## Effects of Collaboration

**73%**  Union Station

- One-train-at-a-time boarding
- End of line cleaning & alighting
- Fare Checks

**50%**  N Hollywood

- B Line Tap-to-Exit Fare Enforcement
- G Line open door elevators
- Onsite LIFE program registration

**32%**  APU/Citrus

- Parking Lot User Safety (PLUS)
  - Brighter lighting
  - Open door elevators
  - Ambient sound device
- Throne Restroom



# 24/7 Shelter Beds Status

## LA Family Housing

(SPA 2, SF Valley; July 2024-Sept 2024)

20 Singles Beds

100% Capacity

28 Total Placements



## LAHSA

(SPA 6, South LA; June 2024 – Sept 2024)

25 Singles Beds

88% Capacity

57 Total Placements



## LA Global Care

(SPA 6, South LA; Mar 2023-Sept 2024)

25 Family Beds

92% Capacity

73 Total Placements





# Partnership – DHS Mobile Clinic



## Locations & Outcomes

### Recurring:

WLMP Station

- 2x per month
- Thurs 9 – 2pm

### Test Sites:

North Hollywood Station  
Norwalk Station

People Assisted Since Partnership Inception  
(March 2023 – September 2024)

New Patients: **167**

Returning Patients: **146**



**Thank You**